



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 481.2

Job Title: **CLERK**

Pay Grade: 5

GENERAL SUMMARY:

Performs basic clerical duties such as filing, greeting and assisting visitors, answering telephones, copying data, compiling records, posting, distributing mail and other incidental clerical duties.

RESPONSIBILITIES:

- Assists with computations.
- Compiles files, retrieves and files documents.
- Operates office machines such as calculator and copier.
- Greets and assists visitors.
- Answers telephones, directs calls, takes messages, and answers simple questions.
- Assists with various projects as requested.
- May perform light typing duties.
- May do elementary mathematical calculations.

SPECIFICATIONS:

KNOWLEDGE:

Ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through nine to eleven years of formal schooling. No special knowledge of any subject area or technical field is required.

EXPERIENCE:

No experience is required.

COMPLEXITY:

Work consists of routine and repetitive tasks, processes or operations requiring the selection and execution of simple actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with clerical and technical staffs. Interaction involves routine information

exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Clerk
Clerk Typist
Receptionist
Senior Clerk
Administrative Aide

*Effective: October 1990
Revised: December 1991*